

County of Lambton Position Description

Position Title: Supervisor - EMS Operations

Division: Public Health Services

Group: Non Union

Immediate Supervisor: Manager – Emergency Medical Services

Position Summary

The Supervisor - EMS Operations is responsible for the provision of efficient and effective ambulance services. Responsibilities include scheduling, deployment, supervision and evaluation of paramedics, policy and procedure development and monitoring, assisting in inventory control, and equipment and vehicle management. This position may also provide first response and patient care as required.

Job Duties and Responsibilities

Administration of Ambulance Operations:

- Ensure continuous operation and quality of the service by monitoring staff performance using a Just Culture framework, initiate investigations, follow-up on complaints, performance management, field inquiries, assign shifts, ensure staff report to work on time & fit for duty, complete payroll reports and field numerous phone calls
- Responsible for the supervision of all paramedics on assigned shift and ensure appropriate staff coverage for designated shifts and that the service provided meets the department's mandate
- Ensure the departments' policies, procedures, and objectives are understood, properly interpreted, implemented and administered by all operational staff
- Responsible for participating in the maintenance of the ambulance fleet, patient care equipment and the facilities, ensuring preventative maintenance procedures are followed and policy and procedures are complied with
- Maintain an up-to-date knowledge of trends and developments in legislation, Provincial policy directives, and technological development affecting areas of responsibility
- Provide First Response and on-scene coordination for major incidents
- Provide patient care in accordance with established standards
- Perform patient care as part of emergency medical response in accordance with the Ambulance Act, basic life support patient care standards, and level of certification as either primary or advanced care paramedic
- Coordinate contingency/disaster planning, public relations events, vehicle purchasing, purchasing and control of medical supplies, internal training events, occupational health & safety inspections and resolution of any issues
- Assign shifts to staff, monitor paramedic students, meetings, Provide input and advice to the senior management team on policies and procedures for the department to ensure efficiency and effectiveness
- Participate in the budget preparation as requested, financial controls and expense monitoring in conjunction with the senior management team.

Human Resources Management:

- Responsible for human resource management within the area in accordance with County Personnel Policies and current collective agreements
- Handle as required staff complaints, grievances and other labour disputes as they occur
- May participate as the management representative on the Labour/Management Committee
- Participate in the collective bargaining process when required
- Undertake annual performance appraisal reviews of assigned staff
- Responsible for the safety and well-being of staff and the public, ensuring that all regulations, guidelines, legislation etc. are followed (i.e. Workplace Safety and Insurance Act, Occupational Health & Safety Act) within the facilities and vehicles

General:

- Incumbents must keep up-to-date on all relevant legislation, collective bargaining agreements, County Policies and Procedures, etc. ensuring that these are implemented as prescribed
Incumbents must possess the physical ability to meet the duties and responsibilities of the job description and/or the requirements identified within the position's Physical Demands Analysis

Other:

- 24/7, 12 hour rotational work schedule is a requirement for this position

These describe the general nature and level of work being performed by the incumbents in this classification. They are not an exhaustive list of all job duties in the classification. Other duties may be assigned.

Supervision Requirements

Direct Supervision: None

Indirect Supervision: None

Functional Authority: Primary Care and Advanced Care Paramedics

Credentials Required

Minimum Formal Education

- 2 year community college diploma in Ambulance and Emergency Care from a Community College, or equivalent. EMCA or A-EMCA certified by the Ministry of Health
- Possess a valid "F" Ontario driver's License

Experience

- Must be qualified to work in an ambulance in Ontario as required by the Ambulance Act and Regulations
- Minimum of 3 years' experience in a management position preferably related to Emergency Medical Services

- Demonstrated oral, written, presentation and reporting communication skills and capacities
- Possess a comprehensive understanding of appropriate federal, provincial and municipal legislation and regulations related to the provision of ambulance services

Please visit our job board at www.lambtononline.ca/jobs and search for posting SUPER005369 to apply. The posting closes on Wednesday, February 5, 2025 at 11:59 pm.